



IOT Distributed Services  
SLA Compliance  
Enterprise Level Agreements  
For December 2010

Service Level Agreement

Target Performance

Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	88%	
Call Abandonment Rate	Less then 5% Abandoned	2%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	97%	
Email Response Rate	98% Response within 1 business hour	99%	
User Sampling Survey	95% Of Satisfied Customers	99%	
Resolution Of Incidents On Time - GMIS	80% Calls Resolved Within 24 Business Hours	85%	
Resolution Of Incidents On Time	90% Calls Resolved On Time ( By Grouping )	94%	

Account Management (general)	8 Business Hours	91%		3987
Applications	16 Business Hours	90%		1858
Data Management	32 Business Hours	95.3%		211
Database	32 Business Hours	94.1%		51
Hardware	40 Business Hours	90%		1241
Operating System	24 Business Hours	98.3%		60
Telecomm	12 Business Hours	97.6%		654

Major Issues

PeopleSoft Authentication

Network Availability

CAN Availability ( Campus Area )	99.9% Availability	99.9%	
Dial-Up Availability	99.9% Availability	100%	
Switch Availability	99.9% Availability	99.9%	
VPN Availability	99.9% Availability	100%	
WAN Availability ( Remote Sites )	98.9% Availability	99.9%	

Server and Storage Administration

Overall Average Windows Server Availability99.9%

Citrix Server Availability	99.9% Availability	100%	
E-Mail Server Availability	99.9% Availability	100%	
Shared File Server Availability	99.9% Availability	99.9%	
SQL Server Availability	99.9% Availability	100%	
Web/App Server Availability	99.9% Availability	99.9%	

Overall Average Mainframe Availability99.9%

IBM Mainframe Availability	99.9% Availability	99.9%	
IMS Region Availability	99.9% Availability	99.9%	
DB2 Connect Availability	99.9% Availability	99.9%	

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours ( 98.0% )	642	95.6%	
New Network Account Requests	Creation Within 2 Business Days ( 99.0% )	611	97%	
Privilege/Rights Change Requests	Change Within 8 Business Hours ( 97.0% )	3		

Field Operations

New Workstation Installation	Installation Within 5 Business Days ( 98.0% )	42	89%	
Peripheral and Software Installation	Installation Within 3 Business Days ( 98.0% )	270	97%	

- In compliance
- Within Tolerance
- Out of compliance
- Insufficient data available this month

Run Date1/7/2011